



TurboSupport User Manual For PC Users

Version 4.2

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Preface

TurboSupport is a collaborative remote support system. The client-server architecture requires Internet connectivity for its operation.

In TurboSupport, a support session is called a meeting.

Organization

This manual provides the steps to use the **TurboSupport** web collaboration system. The User Manual is organized as follows:

| | |
|-----------|-------------------------|
| Section 1 | Setting up TurboSupport |
| Section 2 | Remote Support |
| Section 3 | Joining a Meeting |
| Section 4 | Common Features |
| Section 5 | Unattended Support |
| Section 6 | Scheduling Meetings |
| Section 7 | Managing Profile |
| Section 8 | Support Contact |

Terminology

The following terms are used throughout this manual. In a meeting, a **participant** can be either the Host or an Attendee:

- The **Host** (supporter) is the person who initiates the meeting. The Host must have a user account in TurboSupport system.
- The **Attendee** (supportee) is the person invited by the Host to join a meeting. Attendee does not need an account in TurboSupport system.

The Host or an attendee can either be:

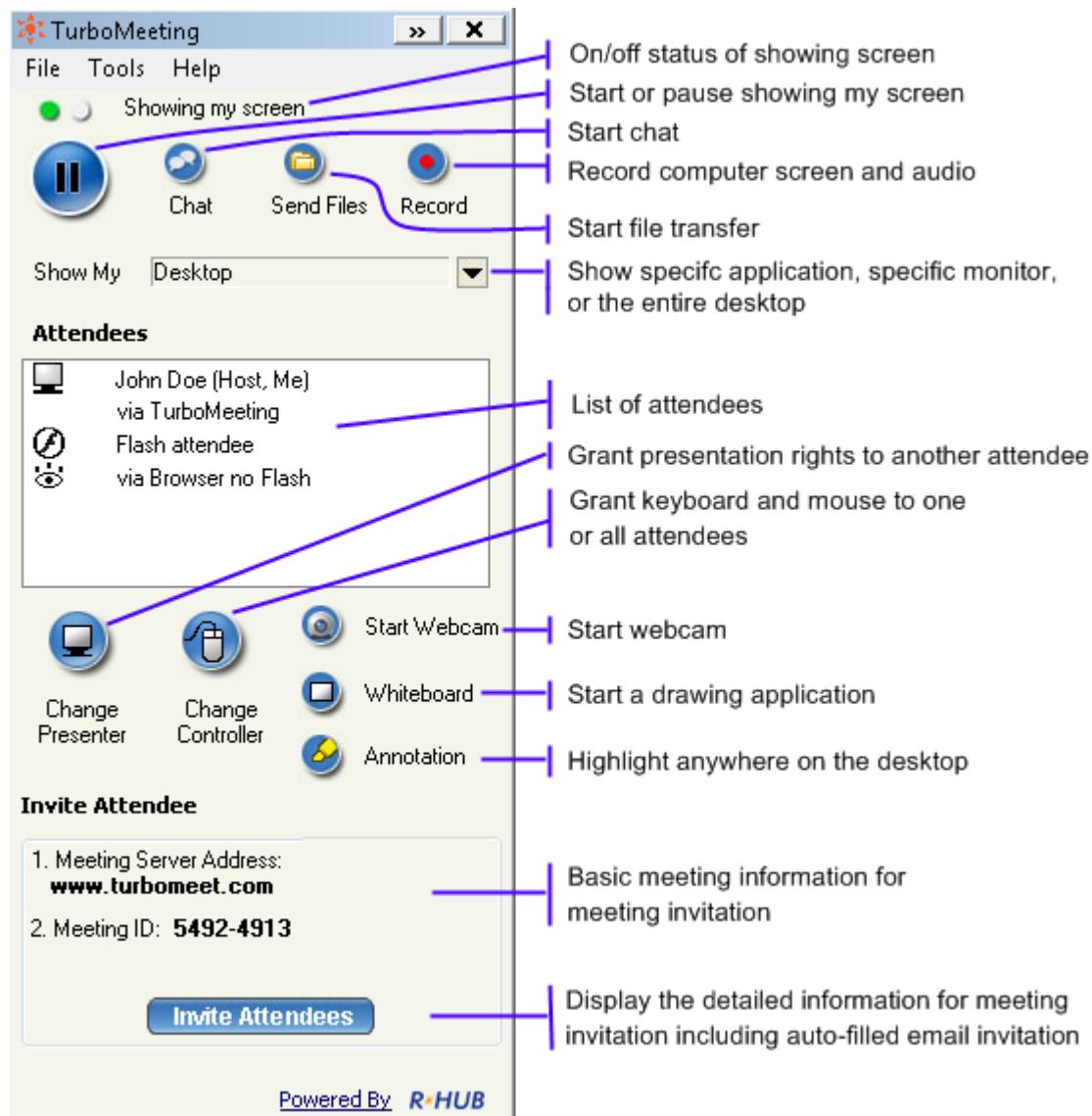
- The **presenter** showing their computer to all participants
- A **controller** controlling the Presenter's keyboard and mouse

Constraints

Here are a couple of constraints:

- There is only one host and one presenter at any moment in a meeting.
- The host or the current presenter can assign any participant to be the presenter.
- The presenter can assign any participant or all participants to be a controller.

TurboSupport Control Panel and Key Functions for Presenter



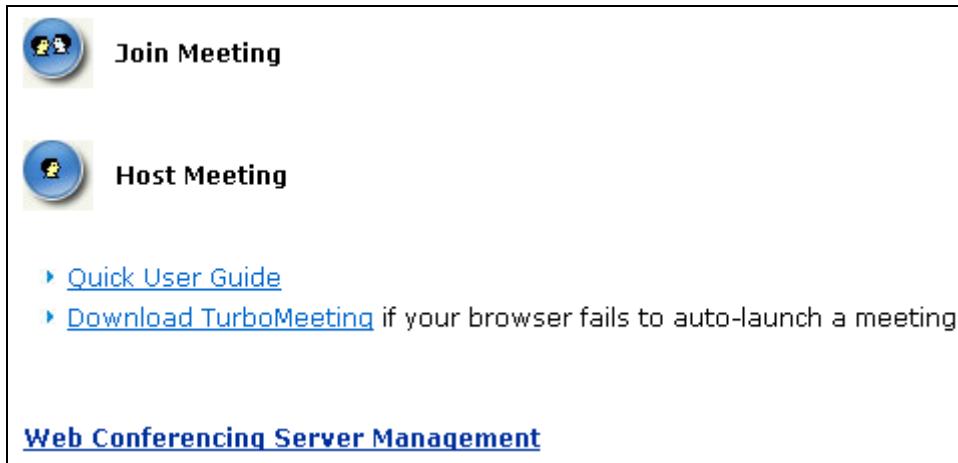
TurboSupport Control Panel for Presenter

1. Setting up TurboSupport

To host any type of meeting, you need to download and run the **TurboSupport** client. You can do a manual or automatic download of TurboSupport.

Manual download

1. In a web browser, go to your meeting server web address:

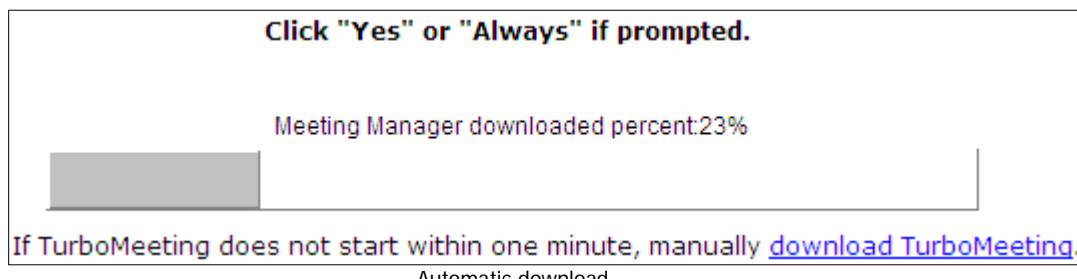


Home Page

2. Click the [Download TurboSupport](#) link.
3. Download TurboSupport and run it.

Automatic download

1. In a web browser, go to your meeting server web address
2. Click the **Host Meeting** icon.
3. If a Java Virtual Machine (JVM) is installed in your system, a message will prompt for your permission to install TurboSupport. Click **Accept**.



If TurboMeeting does not start within one minute, manually [download TurboMeeting](#).

Automatic download

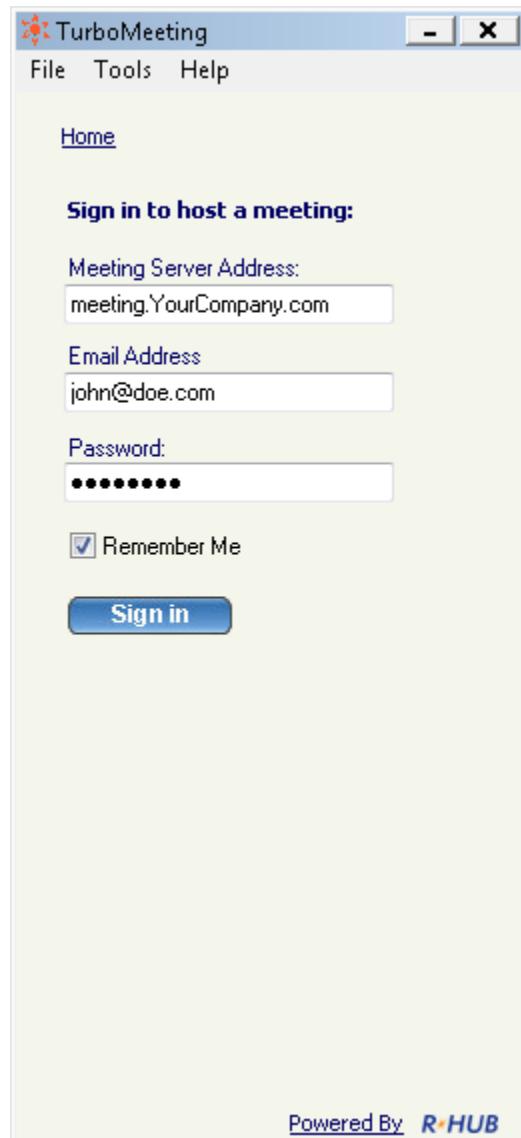
After TurboSupport is installed, you can launch it by clicking the **TurboSupport** shortcut on your desktop or via your computer's **Start** menu → **Programs** → **TurboSupport** → **Start Meeting**.



TurboSupport shortcut

You will have to sign in to host a meeting. Provide the following information:

- Meeting Server Address
- Email Address
- Password



A screenshot of the TurboMeeting application window titled "TurboMeeting". The window has a standard Windows-style title bar with "File", "Tools", and "Help" menu options. Below the title bar, there is a link labeled "Home". The main content area is titled "Sign in to host a meeting:". It contains three input fields: "Meeting Server Address" with the value "meeting.YourCompany.com", "Email Address" with the value "john@doe.com", and "Password" with the value represented by six asterisks ("*****"). There is also a checked checkbox labeled "Remember Me". At the bottom of the window is a blue "Sign in" button. At the very bottom of the application window, there is a small footer that says "Powered By R-HUB".

Signing in to host a meeting

2. Remote Support

This function simplifies the access to another computer so that you can control and support it. As the host, you can view and control the attendee's computer as soon as the attendee joins the meeting. In addition, this feature provides a unique remote reboot capability.

2.1 Starting a Remote Support Meeting

1. Launch TurboSupport by clicking the **TurboSupport** shortcut from the desktop
 2. Enter the login credentials and **Sign In**.
 3. In the meeting control pane the options displayed are:
 - o Host an unscheduled meeting
 - o Join a meeting
 - o Schedule a meeting
- Click **Host an unscheduled meeting** to host an impromptu support meeting.
4. In the next step, choose the **Remote Support** meeting type.
 5. Enter the **Password**, which is optional. If you enter a password, the invitees also need to enter in the same password.
 6. Click **Continue**. This screen displays the Attendees, the Meeting Server Address, and the Meeting ID.

2.2 Inviting the Attendee

Consider a situation where you are facing a problem with your system and want the technician to access your system and solve the problem. In such situations the technician hosts a Remote Support Meeting and invites you to join the meeting.

Another instance could be a situation where more than one person is required to investigate and solve the problem. Consider for instance a case where you and your team leader have to support a computer facing some issue. In such a case, your team leader can initiate a Remote Support Meeting and invite you to support the system facing problems.

By clicking **Invite Attendees** the meeting details can be emailed.

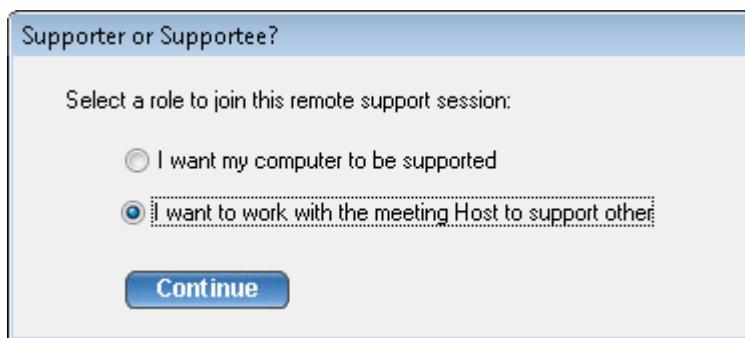


The option to **Join a view-only meeting** is not available for Remote Support.

2.3 Providing Multi-Party Support

To join a meeting as a joint-supporter, you need a user account in the TurboSupport system and follow the steps below.

1. Follow the path **Start menu → Programs → TurboSupport → Start Meeting** or double-click the TurboSupport shortcut from the desktop.
 2. Enter the login credentials and **Sign In**.
 3. In the meeting control pane the options displayed are:
 - Host an unscheduled meeting
 - Join a meeting
 - Schedule a meeting
- Click **Join a meeting** to join a Remote Support meeting started by someone else.
4. There are two different ways in which you can join the meeting.



Options to join Remote Support Meeting

Here you choose the option **I want to work with the Meeting Host to support other**.

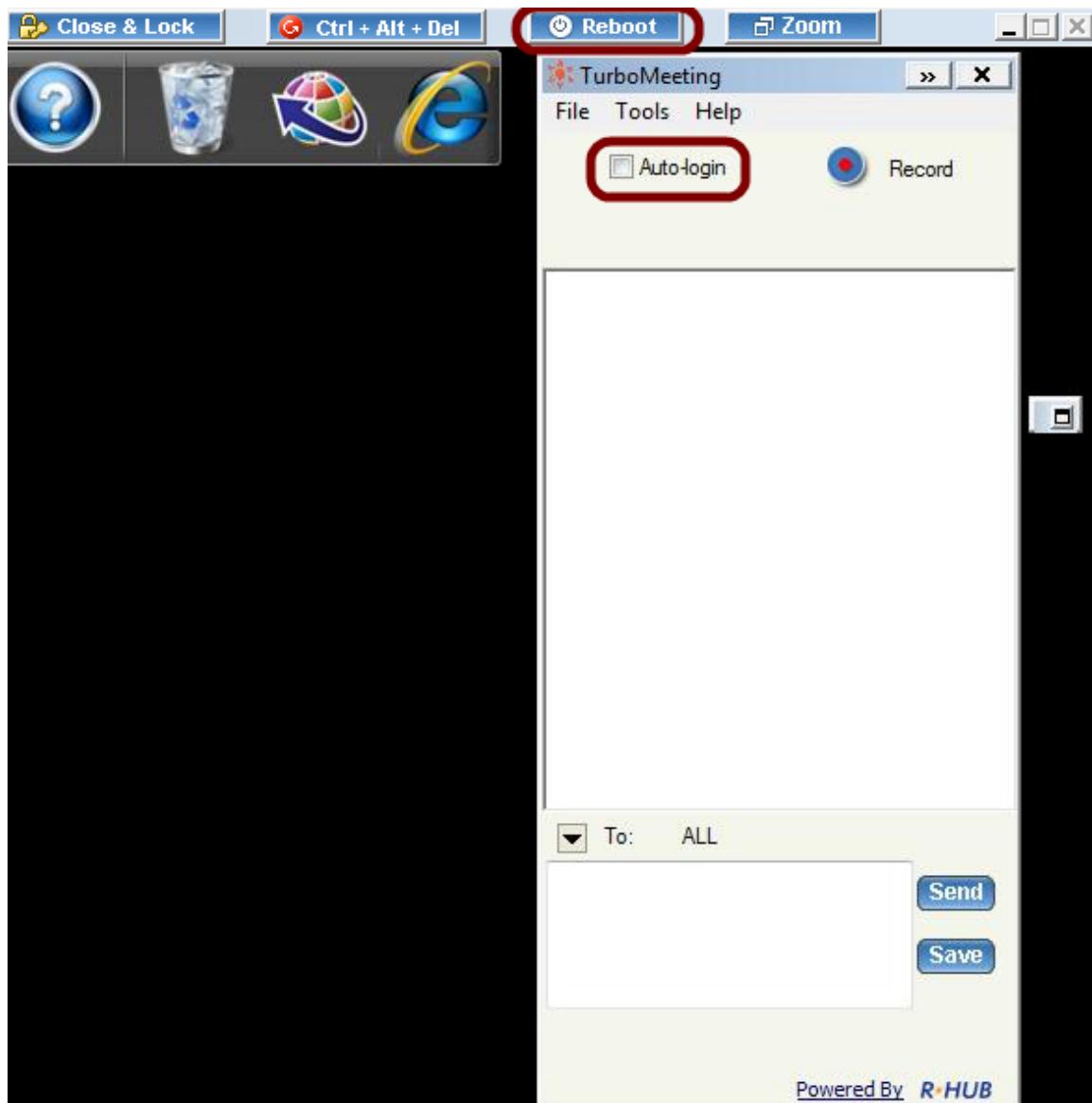
2.4 Switching to Training Mode

During a support session, you as the host may want to show your screen to the attendee to conduct a training session. You can **Change Presenter** so that you are the presenter. After the training session, you can change the presenter back to the attendee again.

2.5 Rebooting from Remote and Auto-Rejoining

There are situations where the attendee is not available at the system throughout the support session. However, the host may have to reboot the attendee's computer during the support session.

To reboot the attendee computer, the host simply clicks the **Reboot** button and chooses the reboot mode: "Reboot" or "Reboot to Safe Mode".



The view window of the remote support host

You can ask the attendee to input his computer password so that after reboot the remote computer can auto-login. This is important for unattended support. Follow the steps below:

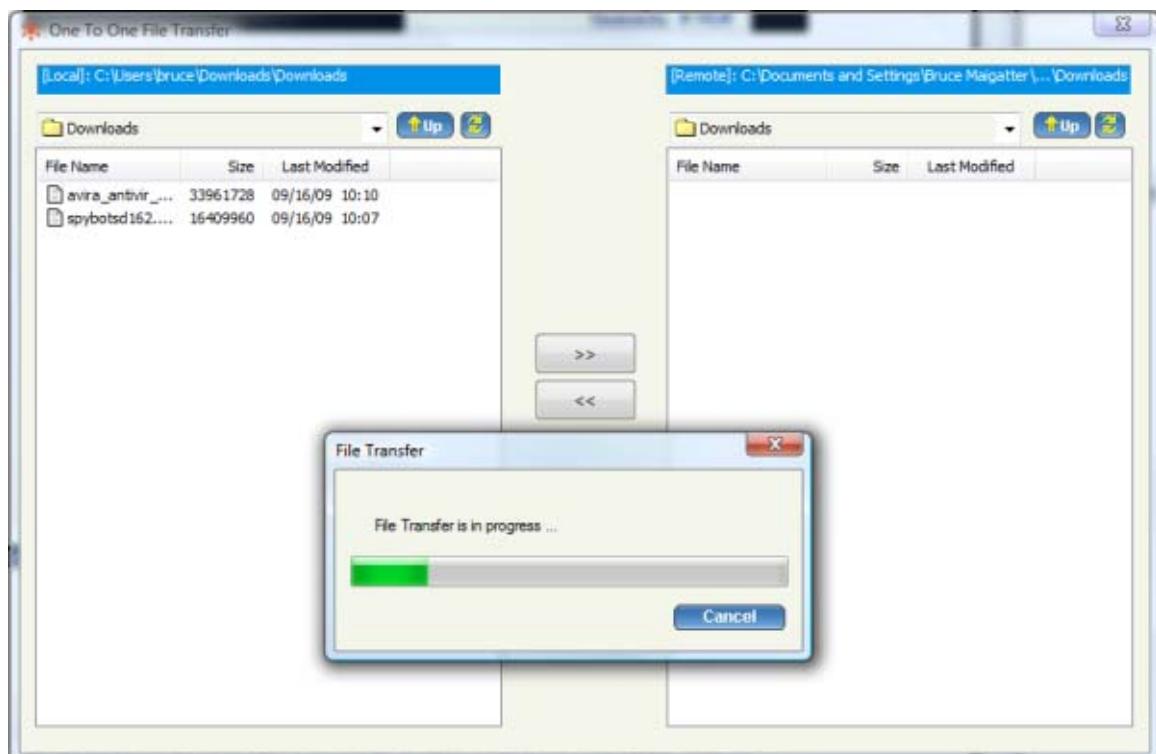
- Click the **Auto-Login** on the meeting panel.
- Input the password of the computer.

2.6 Closing Remote Support Session and Locking Computer

There are situations where the attendee is not available at the system throughout the support session. If the host finishes work on the remote computer, the host can click the **Close & Lock** button. This will close the remote support session and, as a safety measure, lock the attendee's computer. The result is that the attendee's computer will display the Windows Login screen if their computer is running Windows.

2.7 Remote Support One To One File Transfer

During a support session, you as the host may want to transfer files from your computer to the attendee's computer, or vice versa. To transfer files, the host clicks the **Send Files** button in TurboSupport. The host then chooses which files and folders to transfer and which direction to transfer the files. For security reasons, a warning message is displayed if the host tries to transfer a file from the attendee's computer.



File Transfer window during Remote Support session

3. Joining a Meeting

When you receive an invite from the host, open your browser and

1. Go to the meeting server's address
2. Click the **Join Meeting** icon.
3. Fill in the **Meeting ID**, **Meeting Password** and **Your Name**.
4. Click the **Join Meeting** button.

Join Meeting

Meeting ID:

Meeting Password:

Your Name: (the name shown in the meeting)

Join Meeting

Joining a meeting

5. If the meeting is a seminar, which does not require any download, you now join the meeting.
6. If the meeting is not a seminar and you have a Java Virtual Machine (JVM) installed in your system, a message will prompt for you to install TurboSupport. Click **Accept**. Otherwise, you have to download the TurboSupport client and run it.

If you have already installed the **TurboSupport** client, follow these steps to join a meeting:

1. Launch TurboSupport by clicking the **TurboSupport** shortcut from the desktop.

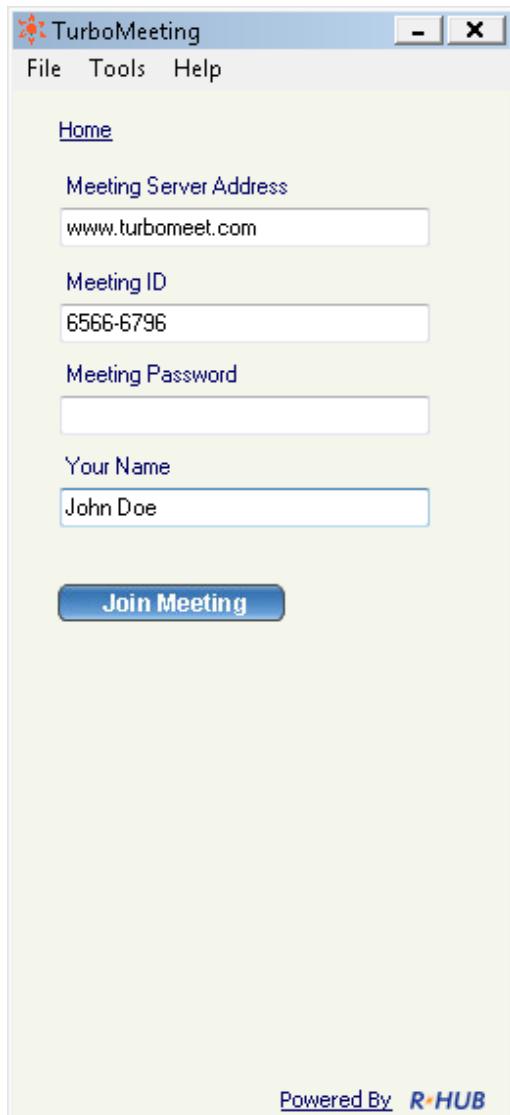


2. Click the **Join a Meeting** button.



Option to join a meeting

3. Enter the **Meeting Server Address**, **Meeting ID**, **Meeting Password** (if required), and **Your Name**.



Details required while joining a meeting

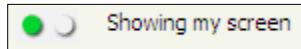
4. Click **Join Meeting**.

4. Common Features

There are many features that are common to all four types of meetings. This section discusses the common features.

4.1. Pausing and Starting Application Sharing

When you start a meeting, by default, your desktop will be shown to meeting attendees. The green icon indicates that your screen is being shown.



Icon indicating active application sharing

To pause showing your screen, click the **Pause** button. The red icon indicates that the meeting is being paused.

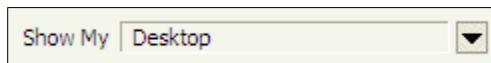


Icon indicating that application sharing is paused

To start showing your screen, click the **Start** button. The icon will now become green.

4.2. Changing Application Sharing

By default, your desktop is shown to the other attendees. The **Show My** drop-down list displays all the applications open in your system. To show another application, click the **Show My** drop-down and choose a running application from the list.



Option to change application sharing

4.3. Show Specific Monitor in Multiple-Monitor Setup

The presenter can optionally choose to show a specific monitor in a multiple-monitor setup. The **Show My** drop-down list shows each monitor as a separate viewable choice.



Option to show single monitor in multiple-monitor setup

4.4. Changing Presenter

The attendees who have joined the interactive meeting can also be the presenter to show his or her computer screen to meeting participants. By default, the host will be the presenter. However, during a meeting the host and the current presenter can assign any participant to be the presenter. To change the presenter, click **Change Presenter** and choose the presenter.



Option to change presenter

4.5. Changing Controller

During the meeting, you as the presenter can assign a participant as the controller. A controller is the person who can control your mouse and keyboard.

To change the controller, click **Change Controller**. You can assign control directly to a specified participant or to all.



Change Controller option

Click **Change Controller** then **Reclaim Controller** to reclaim control from the specified controller(s).

4.6. Chatting

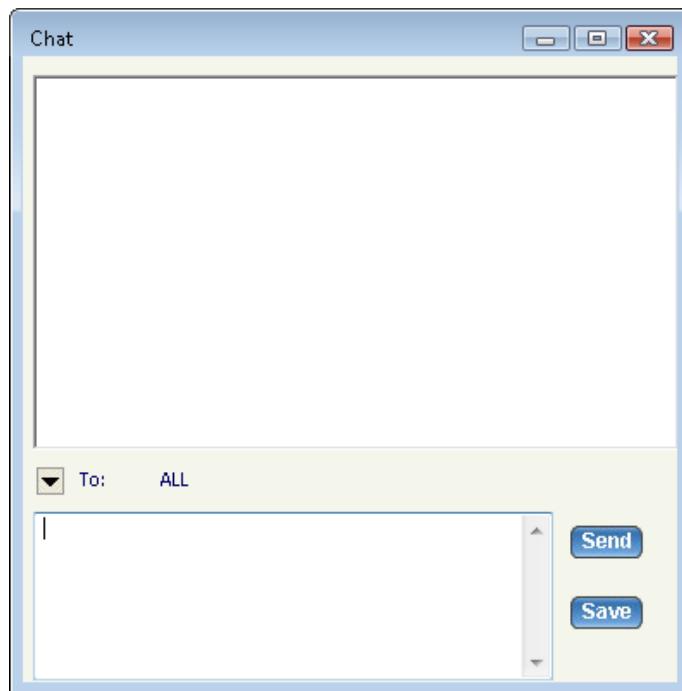
While convening a meeting you can also chat with attendees. To chat with the attendees:

- Click **Chat**.



Chat button

- In the Chat window you have the option of choosing the attendees with whom you want to chat. Clicking the drop-down arrow lets you choose specific attendees to chat with.



Chat window

- Type in the text and click **Send**. To save the chat transcript click **Save**. Browse to the location and save the file. The chat is saved as a text file or a rich text file.

4.7. Sending Files

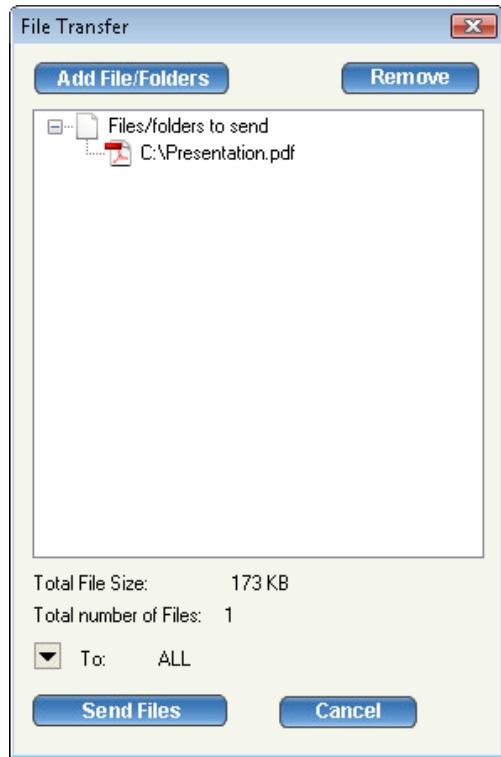
During a meeting, there may be a need to send some files between meeting participants. Instead of opening a mailing client and sending files, a participant can send files using TurboSupport. To send files:

- Click **Send Files** to open the File Transfer dialog box.



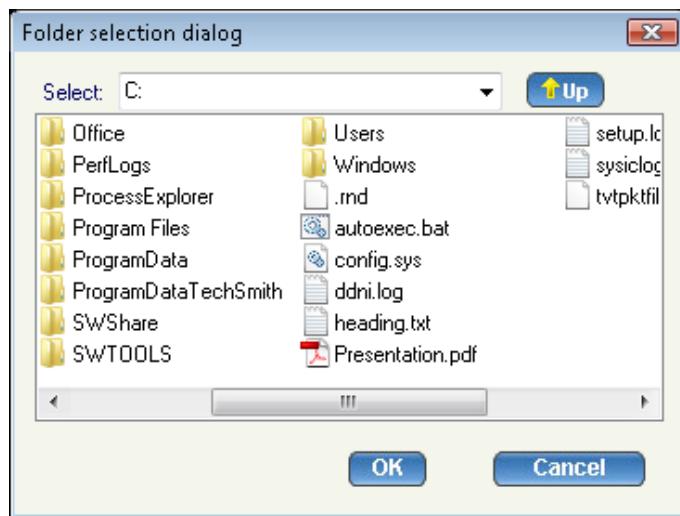
Send Files button

- Click **Add Files/Folders**.



File Transfer dialog

- **Select** a particular folder from the drop-down list. All the folders and files in that directory are displayed.



Folder Selection dialog

- Select the files, folders, or both and click **OK**. They are added to the list of files/folders to be sent.
- In the File Transfer dialog, click the drop down-arrow next to the **To** label, and then select the participants to whom the files should be sent. By default, the files are sent to all other participants.
- Click **Send Files**.

4.8. Recording

During a meeting, you can record the actions on the presenter's screen. It also records the voice captured by the microphone on the presenter's computer. To record meeting conversation, you need to turn on your speaker phone and move it close to the microphone on the presenter's computer in order to capture conversations.



Click the record button to start recording and click it again to stop recording. When stopping the recording, the system prompts to ask you where to save the recording file. The file is an executable. Just run the file and it will replay the entire recording session.

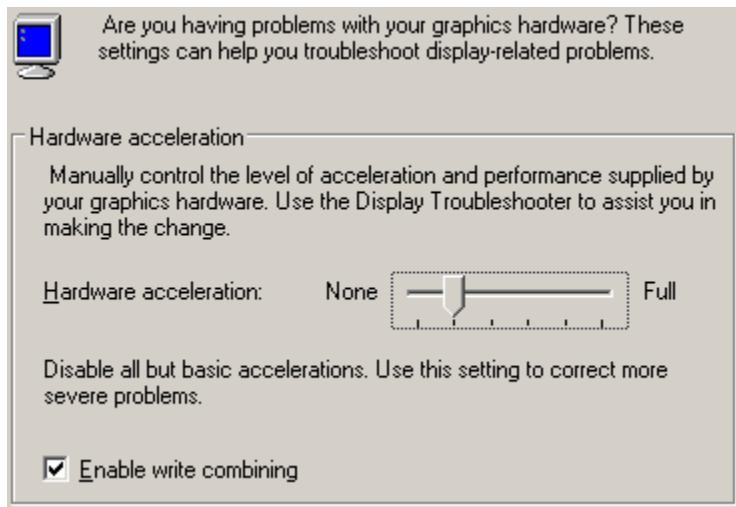
4.9. Using WebCam

During a meeting, each presenter can start their own web camera, or WebCam. The presenter's WebCam video will be visible to all attendees. If the presenter is changed, the new presenter can start their own WebCam, although only the current presenter's WebCam is visible to attendees.



WebCam option

If the web camera is not visible to attendees, the presenter can try to turn off or slow down hardware acceleration for the graphics card. On Windows, this setting is available via Display Settings, then by clicking the Advanced settings button, then by clicking the Troubleshoot tab.



Windows graphics card Hardware acceleration setting

4.10. Using Whiteboard

While making the presentation you might have to illustrate some points. The Whiteboard option in TurboSupport is used for this purpose. Click Whiteboard and the Paint application opens, where you can illustrate certain points or draw diagrams.



Whiteboard option

4.11. Using Annotation

Using the Annotation feature you can highlight topics in your presentation. Click the **Annotation** button and choose the type of annotation from Pen, Highlighter, Spot and Arrow. Then, emphasize the interesting area using the mouse pointer.



Annotation option

When the annotation option is active, normal keyboard and mouse input ceases and essentially your computer screen freezes. To unfreeze your computer screen, hit the "Esc" key or click the Annotation button and select "Stop Annotation".



Emphasis using Annotation feature

You can change the size of the annotation pen. Click the "Tools" menu item then "Annotation Pen Size" and select a new size.

4.12. Floating toolbar

The floating toolbar has the advantage of using very little of the presenter's screen space during a presentation while still providing buttons for the most common features of TurboSupport.



Floating toolbar

4.13. Hide the Attendee List

As the meeting host, you can hide the attendee list from your attendees. Click the “Tools” menu item and then uncheck “Attendees can view attendee list”.

4.14. Disable Recording Function

As the meeting host, you can disable recording functions so that none of the attendees can record the meeting session. Click the “Tools” menu item and then uncheck “Attendees can record”.

4.15. Reporting

The reporting feature is covered in the Administrator Manual.

4.16. Changing Colors

There are three color options available in TurboSupport that let you choose between speed and image precision:

- Low Quality (fastest)
- High Quality
- Truecolor (24-bit slowest)

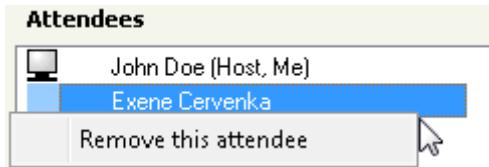
To change the color, choose the menu item “Tools” then “Change Color” and choose the relevant option. The High Quality color setting is recommended for its combination of speed and image quality.

4.17. Stop Additional Attendees

As the meeting presenter, you can stop any further attendees from joining the meeting. Click the “Tools” menu item then “Options” and check “Stop additional attendees”.

4.18. Remove Attendees

As the meeting presenter, you can remove attendees from the meeting. In the Attendees list, right click the attendee's name and choose "Remove this attendee".



4.19. Change Language for TurboSupport UI

Each TurboSupport user can change the language of their TurboSupport user interface. Click the "Tools" menu item then "Options" and select a language from the drop-down list.



Options dialog

4.20. Show all TurboSupport Windows

As the meeting presenter, you can display all transparent windows on your screen. By default, attendees cannot see the host's TurboSupport and its associated windows since these windows are treated as transparent. To expose the TurboSupport control panel and associated windows, click the "Tools" menu item then "Options" and check "Show all TurboSupport windows".

4.21. Auto-Uninstall TurboSupport from Attendee Computers

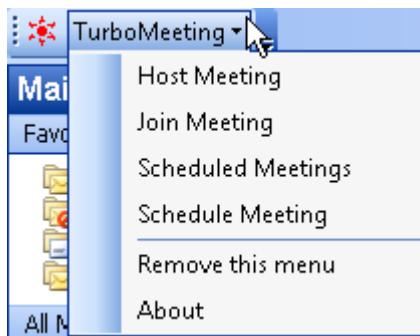
As the meeting host, you can tell the system to automatically uninstall the TurboSupport client on the attendee computers at the end of a meeting session. Click the "Tools" menu item then "Options" and check "Remove TurboSupport from attendee computers at the end of sessions".

4.22. Show Presenter's Desktop When Meeting Starts

As the meeting presenter, you can display all transparent windows on your screen when a meeting starts. Click the "Tools" menu item then "Options" and check "Show my desktop when a meeting starts".

4.23. Enable TurboSupport Outlook toolbar

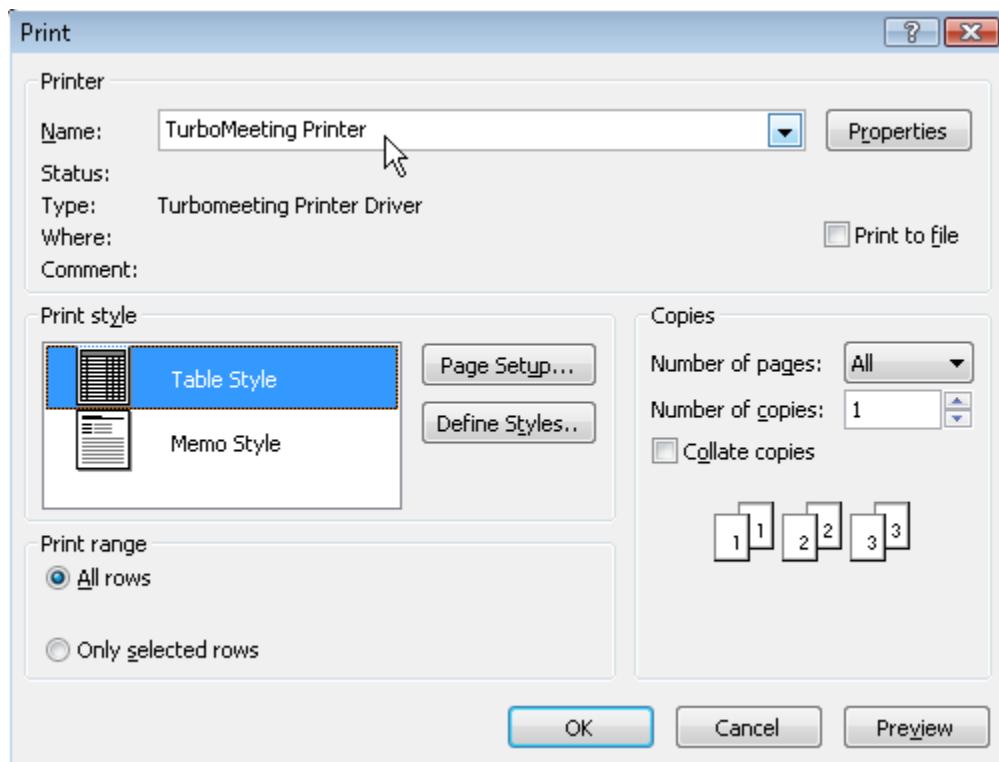
Users can add a TurboSupport toolbar to Microsoft Outlook. Click the "Tools" menu item then "Options" and check "Integrate with Outlook". The Outlook toolbar looks like this:



TurboSupport Outlook toolbar

4.24. Remote Printing

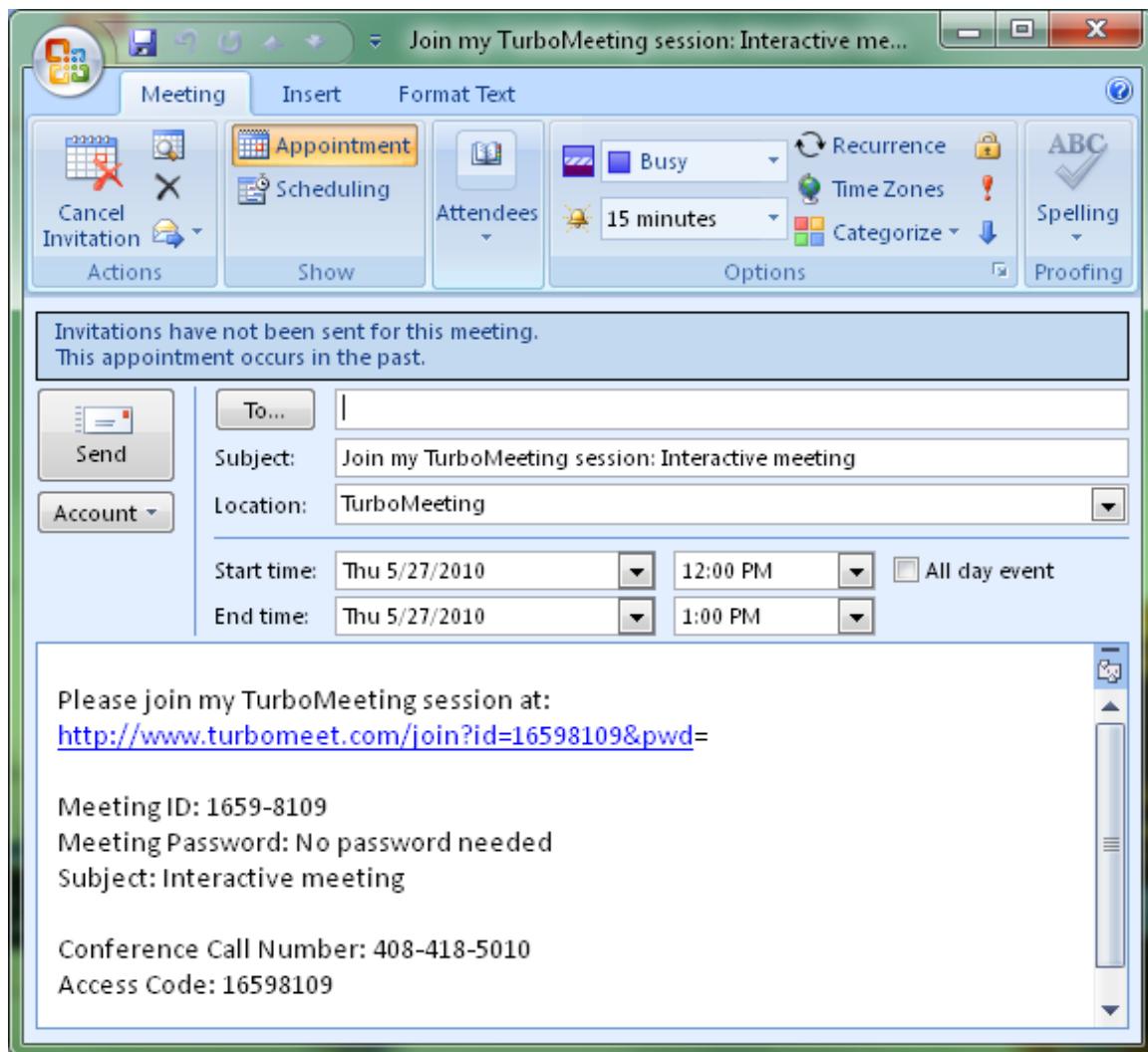
Remote printing is the ability to print directly from the host computer to a printer on the attendee's network. This is useful if the host is printing from an application that is not installed on the attendee's computer. To print to an attendee's printer, open the file to print and select Print. Choose the TurboSupport Printer and click OK.



Choose TurboSupport Printer to send output to attendee's printer

4.25. Outlook Integration

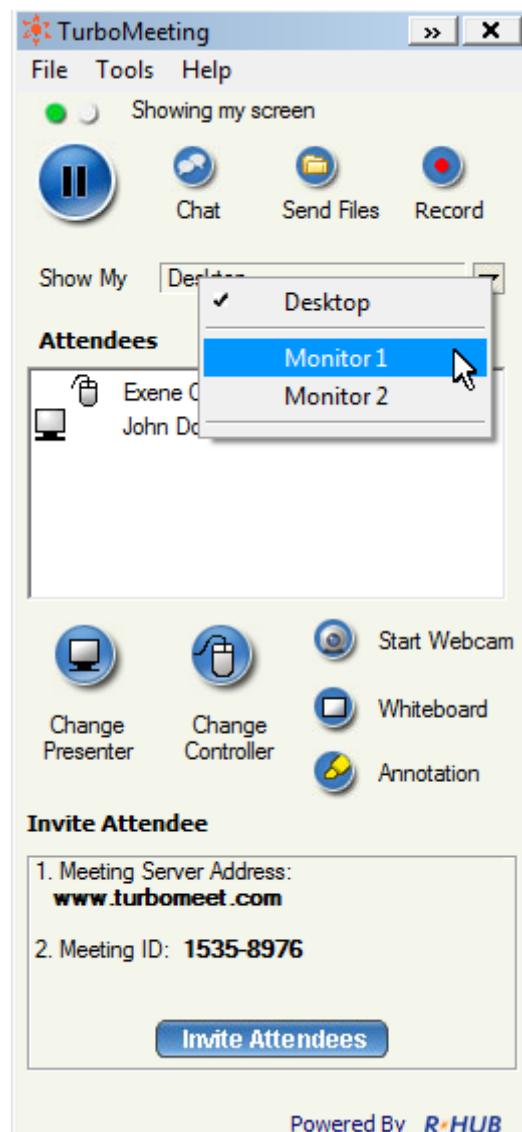
Outlook messages with calendar events are automatically generated when a TurboSupport user schedules a meeting. An Outlook message can also be automatically generated when a user chooses to invites attendees to a future or an active meeting.



Outlook message with calendar information is automatically generated for a scheduled meeting

4.26. Multiple Monitors for Presenter

If a meeting presenter has multiple monitors, the presenter can choose to display a specific monitor or the entire desktop, which is composed of more than one monitor.



Multiple Monitor selection in TurboSupport

Below is the view that attendees would see for a presenter that has multiple monitors when the entire Desktop is displayed:



Multiple Monitor view if entire Desktop shown

4.27. Multiple Monitors for Supporter

A person that is providing Remote Support to a computer with multiple monitors is given the option in TurboSupport to show the entire Desktop or to show individual monitors as shown below:



Remote supporter can view entire Desktop or individual monitors

4.28. Webcam Video

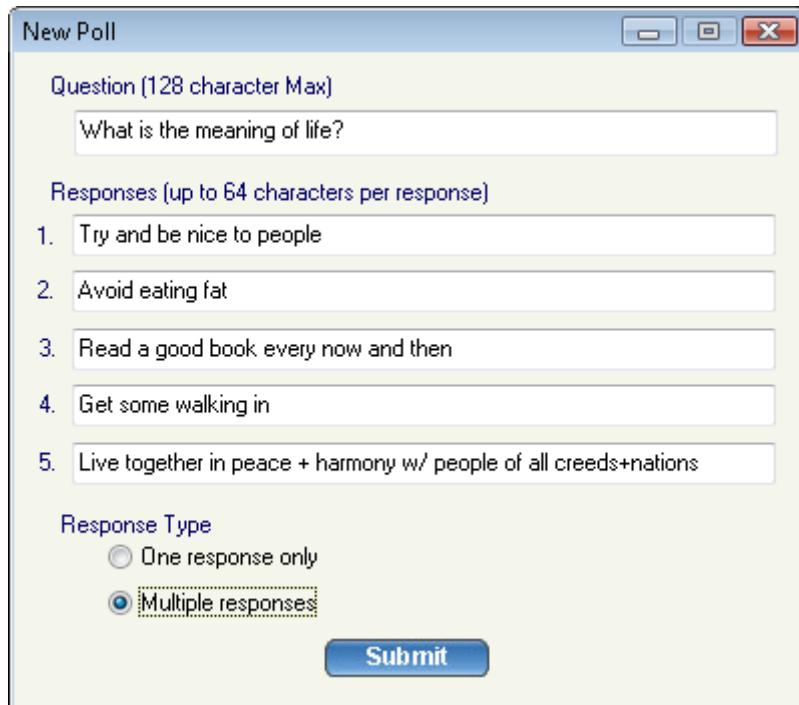
During a meeting, the host can display the video from their webcams by clicking the "Start Webcam" button.



4.29. Polling

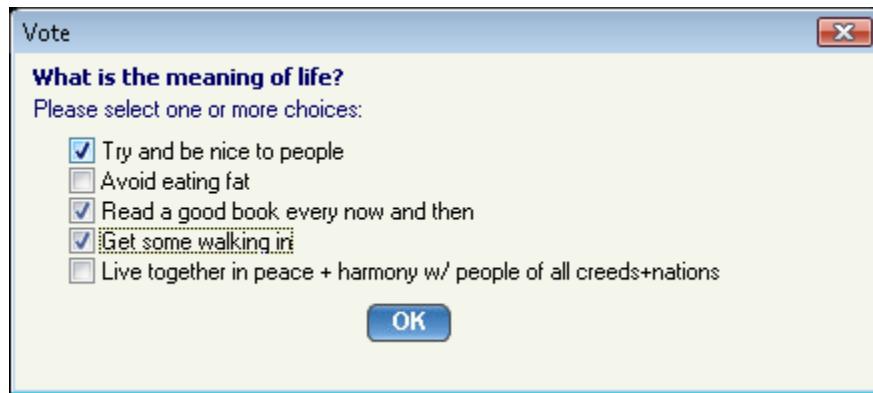
The host of a meeting can create a poll with questions and multiple choice answers for the attendees. Poll questions can be created ahead of time by clicking the [Poll](#) link in the user's "List of scheduled meetings". Or the host can create a poll question during the meeting by clicking the "Tools" menu item then the "Poll" option.

Each poll question can have up to five pre-determined answers. The poll can limit the attendees to voting for just one response or allow the attendees to vote for multiple responses.



Interface for creating a new Poll

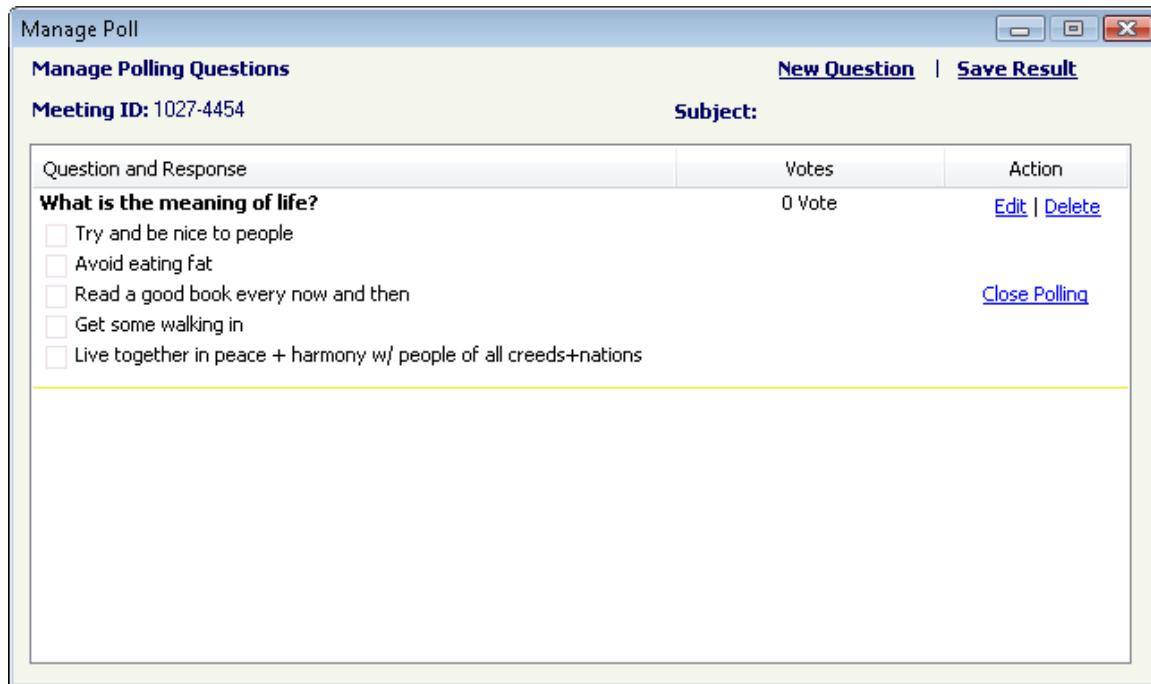
After the poll question is created, the host can begin polling the TurboSupport attendees for responses. The attendees will see a window similar to this:



Attendees voting window

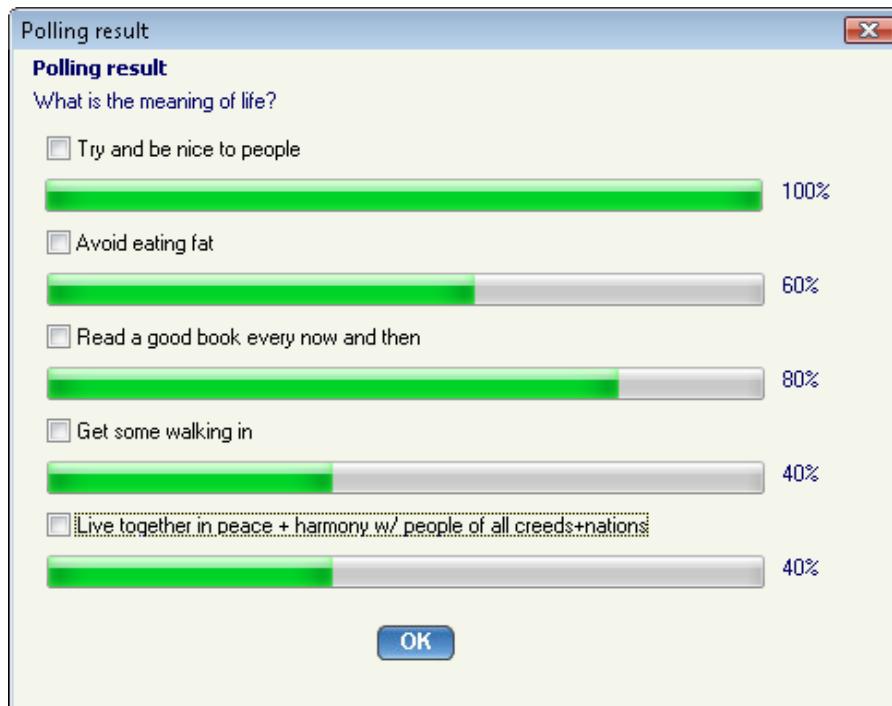
The poll stays open until the host decides to close polling. Once the poll is closed, the results are tabulated for each answer. The poll is blind: there is no way to determine how each attendee voted.

The host's "Manage Poll" window provides a [Close Polling](#) link. (A [Start Polling](#) link initially appears where [Close Polling](#) appears below).



The host's "Manage Poll" Interface

After the host closes the polling, the host sees a [Share](#) link where the [Close Polling](#) link used to be. When the host clicks the [Share](#) link, the attendees see a window with the polling results. Finally, the host can click the [Share](#) link to close each attendee's "Polling result" window.

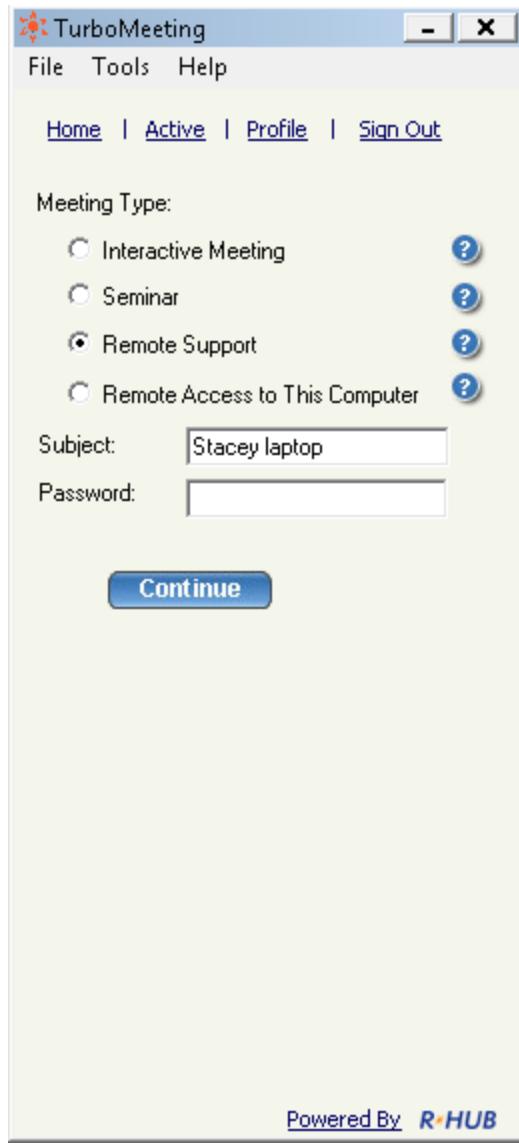


The attendee's "Polling result" window

5. Unattended Support

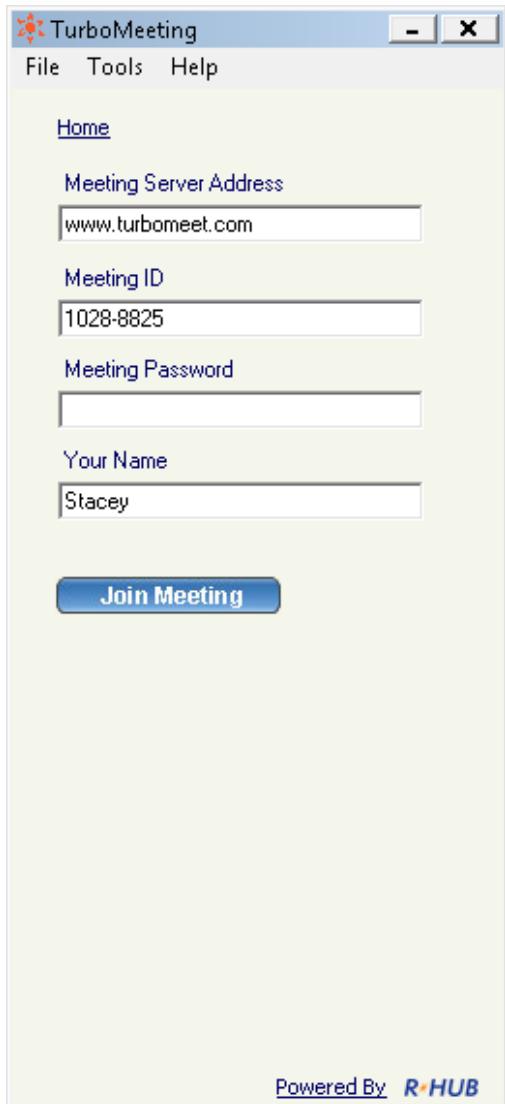
Unattended Support is a support session that occurs when the person being supported, the supportee, is not present when their computer is receiving support.

To enable an Unattended Support session (or meeting), the supporter first starts a Remote Support meeting and clicks continue:



Supporter starts a Remote Support meeting

On the supportee's system, the supportee installs TurboSupport and joins this Remote Support meeting with the generated Meeting ID.



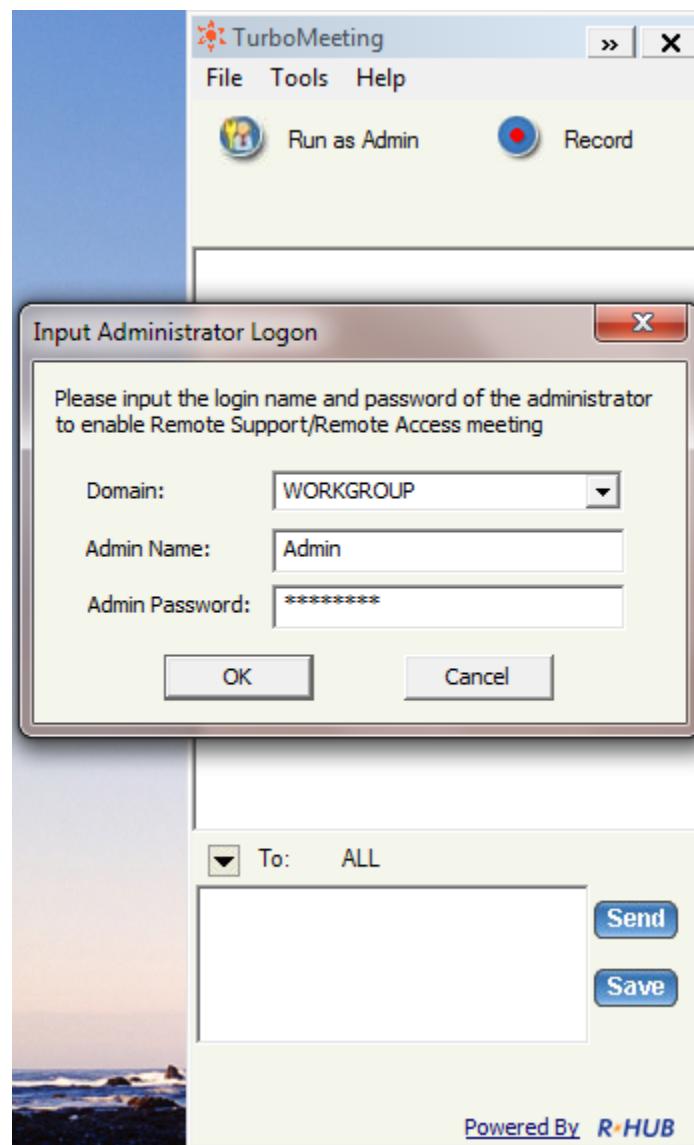
Supportee joins the Remote Support meeting

The supportee should accept the default answer: "Control and view your computer":



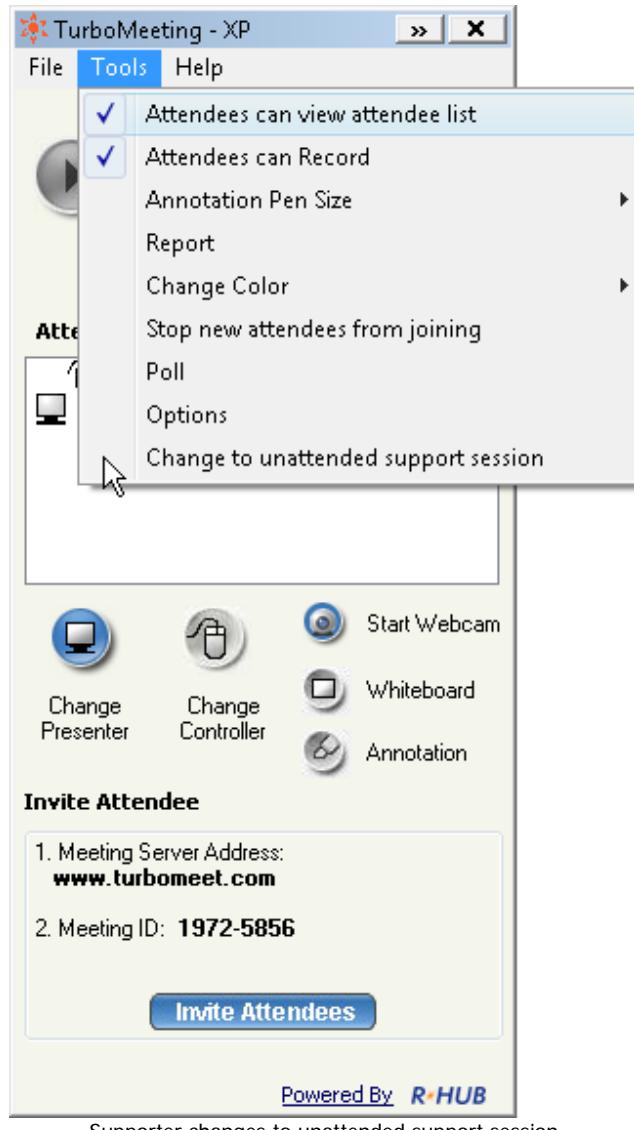
Supportee allows supporter to Control and view your computer

If the supportee is not a Windows Administrator, the "Run as Admin" option appears. Click the "Run as Admin" icon and specify an Admin's Name and Password for the supportee's computer:



For Windows non-Admin users, specify an admin name and password

On the supporter's computer, choose Tools | "Change to unattended support session":



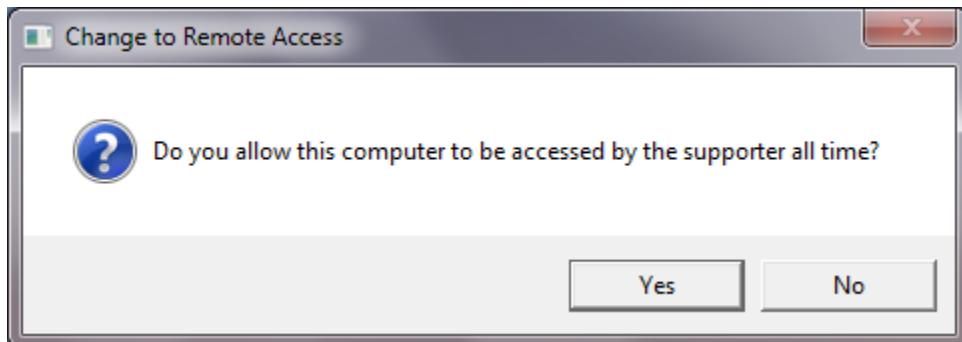
Supporter changes to unattended support session

The supporter must enter a Computer Name for the supportee and a Meeting Password:



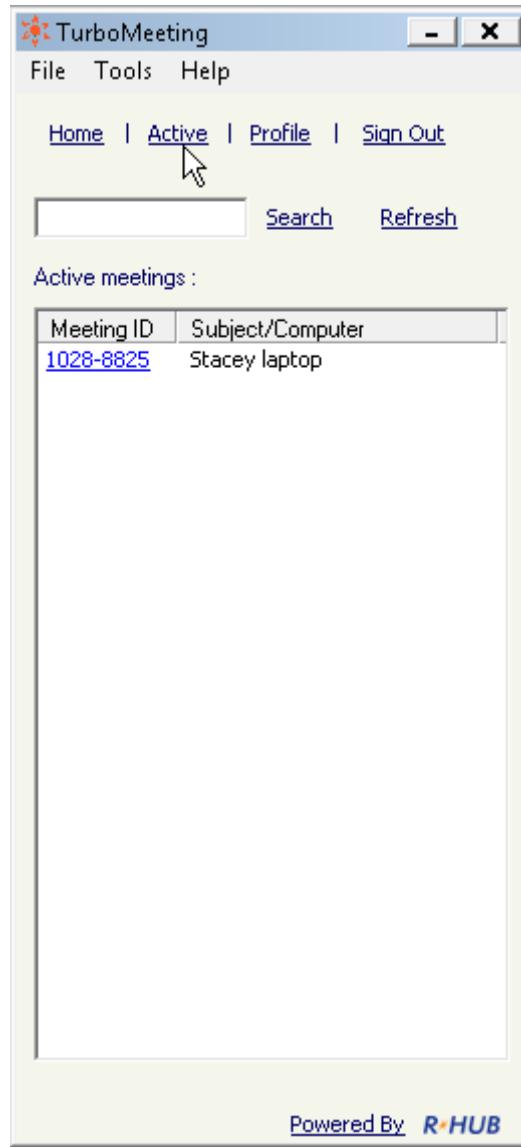
Supporter enters supportee's computer name and a meeting password

The supportee must accept that the supporter can provide unattended support:



Supportee should accept that the supporter can provide unattended support

This meeting has now become a Remote Access meeting. From now on, the supporter will be able double click the meeting ID to access this meeting from their Active meeting list:



| Meeting ID | Subject/Computer |
|---------------------------|------------------|
| 1028-8825 | Stacey laptop |

Supporter will always see this Remote Access meeting in their Active list

6. Scheduling Meetings

There might be instances when you have planned a meeting earlier and want to inform the invitees in advance. In such cases, you can schedule the meeting using the **Schedule Meeting** option.

6.1 Scheduling a Meeting

To schedule a meeting:

1. Log into **TurboSupport**.
2. Click **Schedule a meeting**.

The screenshot shows the TurboMeeting application window. At the top, there's a menu bar with File, Tools, and Help. Below the menu is a navigation bar with Home, Active, Profile, and Sign Out links. The main area is titled 'Meeting Type:' and contains four radio button options: Interactive Meeting (selected), Seminar, Remote Support, and Remote Access to This Computer. Each option has a question mark icon next to it. Below this is a 'Subject:' field containing 'Discuss the new project'. A 'Password:' field is labeled '(Optional)'. Under 'Date/Time:', there's a checkbox for 'Recurring Meeting', a date selector set to 'Monday, November 23, 2009', and time selectors for 'Start' at '10:00 AM' and 'End' at '11:30 AM'. Under 'Security:', there are two checkboxes: 'Only attendees from my network' and 'To be published'. At the bottom is a blue 'Submit' button and a 'Powered By R-HUB' link.

Scheduling meetings

3. Select the **Meeting Type**.

4. Mention the **Subject** of the meeting.
5. Enter the **Password**, which is optional for all meeting types but **Remote Access to this Computer**.
6. Select the **Date**.
7. Select the **Start** and **End** time.
8. Select **Recurring Meeting** to schedule a recurring meeting. If this option is selected, the Date and Time options are disabled.
9. Click **Submit**.

When you login to TurboSupport next time, the scheduled meetings and the details are displayed.

6.2 Editing a Scheduled Meeting

To edit a scheduled meeting:

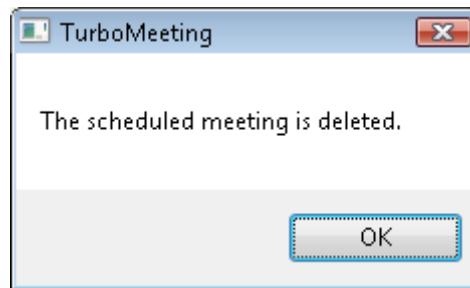
1. Click the **Edit** link of the respective meeting.
2. Make the necessary modifications.
3. Click **Submit**.

6.3 Starting a Schedule Meeting

To start a scheduled meeting, click the **Start** link for the respective meeting.

6.4 Deleting a Schedule Meeting

To delete a scheduled meeting, click the **Delete** link of the respective meeting. After a confirmation dialog, a message box says that the schedule meeting has been deleted.



Alert after the meeting is deleted

7. Managing Profile

Follow these steps to manage your profile:

1. Log into **TurboSupport**.
2. Click **Profile**.

The screenshot shows a window titled "TurboMeeting". The menu bar includes "File", "Tools", and "Help". Below the menu is a navigation bar with links: "Home" (underlined), "Active", "Profile" (underlined), and "Sign Out". The main content area contains form fields for profile management:

- First Name: John
- Last Name: Doe
- E-mail: jdoe@yahoo..com
- Password: [REDACTED]
- Retype: [REDACTED]
- Phone: 513-823-7970
- Time Zone: (GMT-08:00) Pacific Time ▾

A blue "Submit" button is located at the bottom of the form. At the bottom of the window, it says "Powered By R-HUB".

Managing profile

3. Edit your **First Name**, **Last Name**, and **E-Mail**.
4. Provide a **Password** and Retype your password to confirm it.
5. Specify your contact number.
6. Choose the relevant time zone.
7. Click **Submit**.

8. Support Contact

RHUB Communications, Inc.

4340 Stevens Creek Blvd.

Suite 282

San Jose, CA 95129

Tel: 408-642-5221

Fax: 408-516-9612

support@rhubcom.com

<http://www.rhubcom.com>